

LPHA Special Circumstance Inspection Request and Billing Procedures

Requesting an Urgent Special Circumstance:

- When requesting an urgent special circumstance, the LPHA should send an email to: eccprogram.lphas@health.mo.gov
 - The email subject line should say: URGENT REQUEST FOR SPECIAL – (LPHA Name)
 - ***It is very important to list the subject line as 'URGENT' to avoid delays.***
 - In the body of the email, explain the urgent situation and request that a special circumstance be issued.
 - Call the ECC (Environmental Child Care) Program at 573-751-6095 and ask for Breanna Werdehausen; let Breanna know the request has been sent for an urgent special and it is needed ASAP. If Ms. Werdehausen is not available please call 573-751-6095 and ask for the ECC Program Manager. ***It is very important to call about the special circumstance request after the email is sent to avoid delays.***
 - The ECC Program will forward the request to SCCR management and follow up immediately with a phone call requesting that they initiate a special circumstance request to BEHS.
 - Once the special circumstance is received from SCCR, the ECC program will send a special circumstance request to the LPHA and follow up with a phone call.
- Return a copy of the completed special circumstance inspection to the ECC Program within 10 days of completion to:
 - Via Email: eccprogram.lphas@health.mo.gov using the subject line: Completed SC Inspection – (LPHA Name)
 - Via Fax: (573) 526-7377 Attn: ECC
- Include copies of the special circumstance approval with your billing for reimbursement.

Requesting a non-urgent Special Circumstance:

- When requesting a special circumstance due to a failed re-inspection, the LPHA should send an email to: eccprogram.lphas@health.mo.gov
 - Request the special circumstance **PRIOR** to conducting the second re-inspection.
- The email subject line should say: Request for Special – (LPHA Name)
- Include copies of the failed inspection and reinspection for review.
- In the body of the email, explain the current situation and why a 2nd reinspection is needed and when you plan to conduct the 2nd reinspection.
- The ECC program will review the information provided and reply with a special circumstance approval.
- Return a copy of the completed special circumstance inspection to the ECC Program within 10 days of completion to:
 - Via Email: eccprogram.lphas@health.mo.gov using the subject line: Completed SC Inspection – (LPHA Name)
 - Via Fax: (573) 526-7377 Attn: ECC
- Include copies of the special circumstance approval with your billing for reimbursement.

Billing:

- When submitting ECC billings via email, they should now be sent to: eccprogram.lphas@health.mo.gov using the subject line: (Month/Year) Billing – (LPHA Name)
- When submitting by fax, send to: (573) 526-7377 Attn: Breanna-Billing
- When submitting by mail, send to:

Missouri Department of Health & Senior Services
Bureau of Environmental Health Services – ECC Program
PO Box 570
Jefferson City, MO 65102